

**METHODS AND SYSTEMS FOR MODEL-BASED MANAGEMENT USING
ABSTRACT MODELS**

Abstract of the Disclosure

5 Techniques for constructing and using models in accordance with service level
management are disclosed. In one aspect of the invention, a technique for constructing a
model (e.g., a system model) representative of a resource for use in managing a service
associated with the resource, comprises the following steps/operations. A set of resource
metrics is obtained in accordance with a resource abstract model (RAM) associated with
the resource. Then, a model representative of the resource is constructed based on at
10 least a portion of the set of resource metrics obtained from the resource abstract model.